



# The Commonwealth of Massachusetts

## DEPARTMENT OF PUBLIC UTILITIES

### MEMORANDUM

TO: D.P.U. 14-140 Distribution List

FROM: Jeffrey M. Leupold, Hearing Officer

RE: Investigation by the Department of Public Utilities on its own Motion into Initiatives to Improve the Retail Electric Competitive Supply Market,  
D.P.U. 14-140

DATE: February 25, 2015

CC: Mark D. Marini, Secretary

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On December 11, 2014, the Department of Public Utilities ("Department") issued its Order in Investigation by the Department of Public Utilities on its own Motion into Initiatives to Improve the Retail Electric Competitive Supply Market, D.P.U. 14-140 (2014). Pursuant to the Order, the Department conducted a technical session on January 7, 2015. D.P.U. 14-140, at 16. The Department conducted a second technical session on February 4, 2015. D.P.U. 14-140, Hearing Officer Memorandum, January 9, 2015.

At the conclusion of the February 4, 2015 technical session, Department staff and stakeholders discussed the next steps regarding (1) reports the website could produce regarding competitive supply products and customer preferences,<sup>1</sup> and (2) the presentation of supplier performance information on the website.<sup>2</sup> Pursuant to the discussion, the competitive suppliers agreed to jointly develop a straw proposal for each of these issues, which reflect the discussion during the technical session.<sup>3</sup> The competitive suppliers additionally agreed to develop a

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<sup>1</sup> See slides 9 through 10 from the Department's February 4, 2015 presentation for a discussion of this issue.

<sup>2</sup> See slides 4 through 8 from the Department's February 4, 2015 presentation for a discussion of this issue.

proposal for a standard contract summary form, aimed to promote transparency and comparability of key contract terms.

The Department requests that the competitive suppliers circulate their straw proposals to the electronic distribution list in this investigation by **5:00 p.m., March 11, 2015**. The Department will hold a technical session to discuss, among other things, the suppliers' straw proposals on **March, 24 2015, at 10:00 a.m.** The hearing officer will distribute an agenda for the meeting before the meeting date. The technical session will be held at the Department's office, One South Station, 5<sup>th</sup> Floor, Boston, Massachusetts 02110.

Should you have any questions, please contact Jeffrey Leupold at [jeffrey.leupold@state.ma.us](mailto:jeffrey.leupold@state.ma.us) or at 617-305-3684.

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<sup>3</sup> Regarding the presentation of supplier performance information, the Department requests that the suppliers specifically address Department staff's proposal that supplier performance be based on customer complaints from existing customers regarding the service they are currently receiving from a supplier. See slide 5 from the Department's February 4, 2015 presentation.